

CHAPTER IV

CONCLUSION

In this chapter, I would like to present the best solution to deal with the difficulties in oral and written communication in as a new employee in the Marketing Department at P.T. Garuda Jaya Kencana. Based on the relevant context, I decide to choose the second and the third solutions. The second solution is related to written communication. I need to understand the job description as a marketing staff. It means that I have to learn the names and the codes of the products and improve my writing skill in business correspondence particularly through e-mailing by learning from others. The third solution is related to oral communication. I have to take the initiative to communicate with others and ask for feedback on my working performance to my supervisor.

I choose the second solution because, as a new employee who lacked of working experience, I can get some information from other employees so that I can improve my performance especially in writing skill.

Moreover, I need to have self-awareness to be successful by learning from each other, because it is important to make a good relationship with others and get much information about the work. Besides, taking initiative to communicate with other employees and ask for feedback can help me evaluate my working performance. Finally, these solutions are possible to be implemented at P.T. Garuda Jaya Kencana. Based on my observation at P.T. Garuda Jaya Kencana, the staff members are helpful and open-minded to share the information to the new employees. In addition, I can be willing to learn from each other by asking the staff who probably knows better than me.

The combination of these two solutions is useful for solving the difficulties in oral and written communication so as to improve my working performance as a new marketing staff at P.T. Garuda Jaya Kencana. In addition, the supervisor is committed to empower the employees to be professional employees for the company's progress. That is why, the role of supervisor in giving feedback is also crucial to improve the employees' skill and knowledge in the work place.